

BEFORE THE PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

[Spartanburg, South Carolina]

HEARING #18-11724

MAY 3, 2018

6:00 P.M.

DOCKET NO. 2016-384-S:

MOORE SEWER, INC. — Application for Adjustment of Rates and Charges
and Modification to Certain Terms and Conditions for the Provision
of Collection-Only Sewer Service

**TRANSCRIPT OF TESTIMONY
AND PROCEEDINGS**

VOLUME 1

HEARING BEFORE: Swain E. WHITFIELD, CHAIRMAN; Comer H.
'Randy' RANDALL, VICE CHAIRMAN; and COMMISSIONERS
John E. 'Butch' HOWARD, Elliott F. ELAM, Jr.,
Elizabeth B. 'Lib' FLEMING, Robert T. 'Bob'
BOCKMAN, and G. O'Neal HAMILTON

ADVISOR TO COMMISSION: David W. Stark, III, Esq.
LEGAL ADVISORY STAFF

STAFF: Jocelyn G. Boyd, Chief Clerk/Administrator; James
Spearman, Ph.D., Executive Assistant to Commissioners; David W.
Stark, III, Esq., Legal Advisory Staff; William O. Richardson,
Technical Advisory Staff; Afton Ellison, Clerk's Staff; Cathy L.
Young, CVR-M, Court Reporter

APPEARANCES:

JOHN J. PRINGLE, JR., ESQUIRE, representing
MOORE SEWER, INC. **APPLICANT**

JENNY R. PITTMAN, ESQUIRE, representing **THE SOUTH
CAROLINA OFFICE OF REGULATORY STAFF**

PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

101 EXECUTIVE CENTER DRIVE
COLUMBIA, SC 29210

POST OFFICE BOX 11649
COLUMBIA, SC 29211

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P R O C E E D I N G S

CHAIRMAN WHITFIELD: I'll call this hearing to order of the Public Service Commission and welcome you tonight, or I guess you should say you're welcoming us. So, we're happy to be here in Spartanburg County to hear from you and I'm going to introduce the Commission and then I'll turn it over to one of our attorneys here beside me, on my left and also, you'll hear from an attorney from the South Carolina Officer Regulatory staff and they will give you some guidelines about the procedure tonight and our rules that we operate under at the Public Service Commission.

I'd like to start by first introducing the Commissioners. On my far left, we have Commissioner Butch Howard of the First Congressional District down in the Lowcountry. Beside him we have Commissioner O'Neal Hamilton of the Seventh District and beside him we have Commissioner Randy Randall of the Third District. On my far right, we have Commissioner Elliot Elam of the Second District, Commissioner Bob Bockman of the Sixth District and Commissioner Lib Fleming of the Fourth District from right here in Spartanburg and I'm Swain Whitfield, I'm the Chairman. I

1 represent the Fifth Congressional District.

2 Tonight, we have Ms. Young as our court
3 reporter filling in for us, our regular court
4 reporter, and we're happy to have her and at this
5 time, I'm going to turn it over to one of our
6 attorneys here at the Public Service Commission,
7 Mr. David Stark, to read the docket and in turn, he
8 will turn it over to an attorney for the South
9 Carolina Officer Regulatory Staff, Ms. Jenny
10 Pittman. So, Mr. Stark?

11 **MR. STARK:** Thank you, Mr. Chairman. Good
12 evening and welcome. My name is David Stark and
13 I'm an attorney with the Commission. This
14 proceeding before the Public Service Commission in
15 Docket Number 2016-384-S concerns the application
16 of Moore Sewer, Incorporated for adjustment of
17 rates and charges and modification to certain terms
18 and conditions for the provision of collection on
19 the sewer service.

20 I would ask you, if you would, to please
21 silence or turn off your cell phones at this time.
22 At this time, we would like to take appearances of
23 the attorneys and ask to receive opening remarks.

24 **MR. PRINGLE:** Mr. Chairman and Commissioners,
25 my name is Jack Pringle. I represent Moore Sewer,

1 the Applicant, and with me is Ms. Janet Teachman
2 and Mr. Bill Teachman who are owners and employees
3 of the firm. I don't have any particular opening
4 remarks to make other than I appreciate the
5 Commissioners and the ORS being here as well as all
6 the customers of Moore Sewer who've come out to
7 voice their concerns and let us know about the rate
8 case and some of their thoughts about it.

9 For the benefit of the customers, if there are
10 things that customers would like to discuss with
11 Ms. Teachman or Mr. Teachman after the night
12 hearing, they'll would certainly available for that
13 purpose, and with that, I've not got anything else
14 to offer.

15 **CHAIRMAN WHITFIELD:** Thank you, Mr. Pringle.
16 Ms. Pittman?

17 **MS. PITTMAN:** Thank you, Mr. Chairman. My
18 name is Jenny Pittman. I'm an attorney with the
19 Office of Regulatory Staff. I'll go ahead and go
20 into my spiel of rules at this time if that suits.

21 **CHAIRMAN WHITFIELD:** Please. Yes, ma'am.
22 Please do.

23 **MS. PITTMAN:** We want to thank all of y'all
24 for being here today. We really appreciate you
25 taking the time to participate and we look forward

1 to hearing what you have to say. I'm going to
2 briefly go over what this hearing is and some rules
3 that we have to follow. The Public Service
4 Commission is hosting this hearing and these
5 Commissioners up here are like judges in this case.
6 They are charged with making the final decision
7 regarding the application that Moore Sewer has
8 filed. The agency that I work for, the Office of
9 Regulatory Staff, is also a State agency but it is
10 completely separate from the Public Service
11 Commission. The Office of Regulatory Staff is
12 charged with representing the public interest in
13 making recommendations to the Commission regarding
14 this application.

15 This hearing today is for you, the consumers,
16 to have an opportunity to share your thoughts and
17 comments regarding Moore Sewer's application for a
18 rate increase. In order for the Commission to make
19 a decision in this matter, it is important that
20 they hear from you. If you opt to speak here this
21 evening, what you say will become a part of the
22 official record of this case. The court reporter
23 over in the corner will record everything that you
24 are saying. So, please speak clearly and if you
25 are asked any questions, make sure that you

1 verbalize your answers. No nodding or shrugging.
2 You will be given three minutes to share your
3 thoughts, and after your time is up, you may be
4 asked questions by Mr. Pringle, myself or the
5 Commissioners. So, when you are done with your
6 statement, please remain at the microphone until
7 the Chairman dismisses you. I would like to note
8 that the Commissioners, since they are the judges
9 in this case, cannot answer any questions from you.
10 If you do have any questions or if there is
11 anything you would like to discuss after the
12 hearing, I will be around, along with Mr. Anthony
13 Sandonato and Mr. Willie Morgan, who are with our
14 Utility Rates Department.

15 If you think of something later, later tonight
16 or in another day after this hearing that you would
17 like to discuss with us, you can also call our
18 Consumer Services Department. That number is 1-
19 800-922-1531 and they are available to take your
20 call weekdays 8:30 to 5:00, and again, that number
21 is 1-800-922-1531.

22 I thank you all for your attention and
23 participation. Mr. Chairman, I would ask that the
24 sign-in sheets be made a part of the record.

25 **CHAIRMAN WHITFIELD:** Ms. Pittman, the sign-in

1 sheets will be entered in as Hearing Exhibit No. 1.

2 **MS. PITTMAN:** Thank you. Nothing further.

3 **CHAIRMAN WHITFIELD:** Thank you, Ms. Pittman.

4 Are we ready to proceed? Go ahead, Mr. Stark.

5 **MR. STARK:** Thank you, Mr. Chairman. In a
6 moment, I will call the names of those who have
7 signed up to speak to come forward. After your
8 name is called and you are sworn or affirmed in,
9 please begin by giving your name and address.
10 Spelling your name would be helpful for our court
11 reporter. Then you can proceed with your
12 testimony.

13 Please be sure to speak into the microphone so
14 that everyone can hear you. Once you are done,
15 please remain at the podium for any clarifying
16 questions that the parties or the Commissioners
17 might have. We have placed a time limit of three
18 minutes on all presentations. As you can see, we
19 have a timer which will aid you in timing your
20 testimony.

21 I want to remind everyone that this Public
22 Hearing is your time to testify with regard to
23 Moore Sewer's proposed rate change, but as the
24 Office of Regulatory Staff said a moment ago, due
25 to the judicial nature of the proceeding, the

1 General Assembly says that the Commissioners cannot
2 take questions. ORS and, as I understand, the
3 Company will be available after the hearing for any
4 questions that you might have.

5 For your information, the Merits Hearing,
6 during which various witnesses will testify, will
7 be held on Tuesday, May 22nd at 10:30 in the
8 offices of the Commission in Columbia. Please keep
9 in mind that you can only testify once. If you
10 testify tonight, you may not testify at the Merits
11 Hearing.

12 With that being said, I will begin to call the
13 names of the witnesses who have signed up, one at a
14 time, to speak. Mr. Robert Evans, if you would
15 come forward to one of the podiums please, sir?

16 **CHAIRMAN WHITFIELD:** Come forward, Mr. Evans,
17 and be sworn.

18 [Witness sworn/affirmed]

19 THEREUPON came,

20 **ROBERT EVANS,**

21 who, having been first duly affirmed, testified as follows:

22 **MR. RICHARDSON:** Please state your name and
23 address.

24 **WITNESS:** My name is Robert Evans. The
25 address of the property is 305 Wintergreen Terrace

1 in Linville Hills. Do you want me to spell my
2 name? R-o-b-e-r-t, Robert. E-v-a-n-s, Evans. I
3 just want to comment about the way the Moore Sewer
4 conducts their business out in Linville Hills. I
5 own a rental house out there on Wintergreen Terrace
6 that's at the end of a cul-de-sac.

7 My house sits down below street level and it
8 has a sewer pump on it, that has to pump my sewage
9 up to their sewer line. And about ten or fifteen
10 years ago, my tenant there called me and said that
11 she had a problem there at the house. Sewage was
12 in her back yard. I called my plumber. He and I
13 went out there and looked over the situation and we
14 determined that there was no problem at my house,
15 that the problem was with my sewage tied in with
16 their line. Their line was not accepting my
17 sewage.

18 So, at that point, I called Mr. -- I called
19 Moore sewer and Mr. Teachman, and he came out and
20 we discussed it and he told me that for \$100 he
21 would put a camera down the line and see what the
22 problem was, and my plumber was standing there and
23 he said, "Well, that's a good price. \$100 to put a
24 camera down there," but I didn't see where that was
25 my responsibility to put a camera down to check out

1 a problem that was somebody else's problem. So, I
2 told him, "No, thank you. I'm not interested in
3 doing that." So, I went straight home and I called
4 the Public Service Commission in Columbia and told
5 them I had a problem, they said that they would --
6 the gentleman I talked to said that they would be
7 back in touch with me, and they called me back
8 later on and said that we'd meet out there with Mr.
9 Teachman. So, we met out there one morning,
10 whenever that was, and there was three or four guys
11 from the Public Service Commission came. Mr.
12 Teachman was there and when we got there that
13 morning, I told them what my situation was, they
14 listened to me, they excused me, I left.

15 A week or ten days later I've still got the
16 same problems. The sewage under the house. My
17 tenant -- sewage is in the back yard. So, I called
18 Columbia again, and they said, they told me that it
19 was Moore Sewer's problem, they were to take care
20 of it and they would follow up on it for me. And a
21 short time later, Mr. Teachman was -- showed up
22 with his -- he's got a plumbing company. I guess
23 he's still got it, Operation Drain, and they dug up
24 my next-door neighbor's yard and then the next-door
25 neighbor's yard, two yards there. The sewer, my

1 sewer goes up, ties in to my next-door neighbor,
2 that sewer goes to the next door neighbor, and then
3 it empties into the street after the end there on
4 Westchester Street, where it all empties out and,
5 so, finally he fixed it but it was after I had to
6 almost make him do it, and I just don't feel like
7 that's the way that the Sewer Company ought to
8 operate, that if a -- he's got a problem with his
9 sewer line and it's backed up sewage in people's
10 yards, that it seems like he would be more than
11 anxious to be trying to get it fixed, but he was
12 not that way.

13 That's what I've got to say.

14 **CHAIRMAN WHITFIELD:** Okay, Mr. Evans, if
15 you'll just hang with us just a second and let's
16 see if there are any questions from any of the
17 attorneys representing the parties or any
18 Commissioner questions. If you'll bear with me
19 just a second.

20 Mr. Pringle, questions for this witness?

21 **MR. PRINGLE:** No questions, Mr. Chairman.

22 **CHAIRMAN WHITFIELD:** Ms. Pittman, questions
23 for this witness?

24 **EXAMINATION**

25 **BY MS. PITTMAN:**

1 Q Yes, just to clarify, Mr. Evans, when was this?

2 A It was somewhere ten or fifteen years ago. I hope
3 you've got it on record.

4 Q Okay. Thank you. Nothing further.

5 CHAIRMAN WHITFIELD: Commissioners, questions
6 for Mr. Evans. Commissioner Bockman?

7 EXAMINATION

8 BY COMMISSIONER BOCKMAN:

9 Q Good evening, Mr. Evans. Thank you so much for being
10 here.

11 A Thank you.

12 Q Have you had a problem since this occurrence ten or
13 fifteen years ago?

14 A No, sir. No, sir.

15 Q Okay. Thank you.

16 CHAIRMAN WHITFIELD: Any other Commissioner,
17 questions for Mr. Evans?

18 Well, if not, thank you for your testimony,
19 Mr. Evans and thank you for being here and you may
20 step down.

21 WITNESS: Thank you for listening.

22 CHAIRMAN WHITFIELD: Yes, sir.

23 [WHEREUPON, the witness was excused.]

24 MR. STARK: Next, we have Mr. Leo Jordan. Leo
25 Jordan, please.

[Witness sworn/affirmed]

THEREUPON came,

LEO JORDAN,

who, having been first duly affirmed, testified as follows:

MR. RICHARDSON: Please state your name and address.

WITNESS: My name is Leo Jordan, L-e-o. Last name is J-o-r-d-a-n. I live at 123 Chelsea Street, Moore, 29369 is the zip code.

I'm here to object to this unreasonable and excessive rate increase of more than 120 percent, from \$20 to \$45 and that's excessive. And I'll tell you why it's excessive and unreasonable. Based on what I use for water, it amounts about 22 units of water. And if I wash with another system, which I'm not able to do it, but if I wash with the Spartanburg Water System, 22 units of water, the sewer would be \$14.85 for the volume, and \$5.70 for the base of sewer, \$20.55.

Now I got my Moore Sewer bill this month, and my bill is \$32.12. So I should, without going through any increase if we make this comparison, it would be a lot cheaper to go with the Spartanburg Water System. I've been doing more even without any increase. And another thing, this \$20.55 that

1 we're being charged now, there's another charge
2 that's being charged which is wastewater treatment,
3 and it's \$11.24. And this, when I say it's going
4 to go to \$45, it's more likely going to add other
5 charges.

6 That's basically all that I want to say.

7 **CHAIRMAN WHITFIELD:** Okay, Mr. Jordan, let's
8 see if there are any questions for you.
9 Mr. Pringle, questions for this witness?

10 MR. PRINGLE: No questions for this witness.
11 Although I do remember you from the, I guess, the
12 2004 or 2003 rate price in Columbia, right?

13 MR. JORDAN: Yeah.

14 MR. PRINGLE: So we met before.

15 MR. JORDAN: 27:45.

16 MR. PRINGLE: Yeah.

17 CHAIRMAN WHITFIELD: Ms. Pittman, questions
18 for this witness?

19 MS. PITTMAN: No questions.

20 CHAIRMAN WHITFIELD: Commissioners?
21 Commissioner Fleming?

22 **E X A M I N A T I O N**

23 **BY COMMISSIONER FLEMING:**

24 **Q** Yes. Mr. Jordan, nice to have you hear tonight. Have
25 you had any problems with the service?

1 **A** No, I haven't had any problem with the service.

2 **Q** Okay. And how long have you been out there?

3 **A** Since 1975, almost 45.

4 **Q** 1975?

5 **A** Yeah.

6 **Q** Okay. Thank you.

7 **CHAIRMAN WHITFIELD:** Thank you, Commissioner
8 Fleming. Any other Commissioner questions for
9 Mr. Jordan? Well, hearing none, thank you for your
10 testimony, Mr. Jordan, and you may step down.

11 **MR. JORDAN:** Can I ask Mr. Teachman a
12 question? I thought he said he answer --

13 **CHAIRMAN WHITFIELD:** No, the Commissioners
14 can't, but after the hearing, you can ask Office of
15 Regulatory Staff Ms. Pittman here or Mr. Pringle,
16 but the Commissioners can't be a part of that. But
17 you do have the opportunity, they both made
18 themselves available tonight, and I would encourage
19 you to get with them after the hearing and you can
20 ask them whatever questions you want to ask them.
21 The Commissioners just can't be present.

22 **MR. JORDAN:** Okay.

23 **CHAIRMAN WHITFIELD:** So thank you.

24 **MR. JORDAN:** Thank you.

25 [WHEREUPON, the witness was excused.]

1 **CHAIRMAN WHITFIELD:** Next witness, Mr. Stark?

2 **MR. STARK:** Mr. Chairman, the next witness is
3 Ryan Narus.

4 [Witness sworn/affirmed]

5 THEREUPON came,

6 **RYAN NARUS,**

7 who, having been first duly affirmed, testified as follows:

8 **MR. RICHARDSON:** Please state your name and
9 address.

10 **WITNESS:** My name is Ryan Narus. That's
11 spelled N-a-r-u-s, that's N like Nancy. I am one
12 of the owners and one of the owners of Countryside
13 Mobile Home Park. We are at 102 Countryside
14 Circle, Moore, South Carolina 29369.

15 Briefly, about myself, I am a double graduate
16 of Wake Forest University. I have a masters in
17 business administration. I left a lucrative
18 banking job to come fulltime to serve the people
19 that you are seeing behind us. I have purchased
20 Countryside Mobile Home Park on February 15th,
21 2018.

22 I have had limited experience -- contact with
23 Ms. Janet, but I believe I have some important
24 things to say here. Primarily, I have not raised
25 my rents. I gave up, like I said, a lucrative job

1 to come and fight for good people who work hard and
2 deserve a clean and safe place to live, especially
3 for their children, I believe as the son of a
4 college professor in education.

5 And I first and foremost want to say my
6 dealings with Moore Sewer have been fantastic thus
7 far. I have no objections to them personally. I
8 think they are fantastic. I also want to say that
9 profit is not a bad word. It's been 15 years. Do
10 I think their rates may or may not increase? I'll
11 get to that in a second, but I want to say that I
12 question the intent.

13 And my main testimony is a conversation Janet
14 had with my business partner who was not able to
15 attend tonight in which she kind of off the cuff
16 said we are going to attempt double our rates
17 because our attorney suggested that would give us
18 the best likelihood of actually achieving
19 something.

20 So what I would like to question tonight is is
21 this rate hike necessary or even fair, because I
22 don't have a law degree, and I don't really quite
23 fully understand what's happening here, nor can my
24 tenants really understand the full extent. And my
25 lot rent, I would like this to be on the record, is

1 \$185 a month. The people that I fight for every
2 day to give a clean and safe community, they're not
3 going to understand this.

4 I barely understand what's going on here, and
5 I don't have the money to hire a lawyer and really
6 dissect everything. I think the fair thing to do
7 here is really go, again, is this necessary? Is
8 this fair? Can we have a dialogue where we can
9 come as a businessman with a master's in business,
10 can we come to a reasonable solution that isn't
11 based off of psychological of, yeah, let's try to
12 double the rates here because I want to get
13 something out of this?

14 And I want to -- yeah, thank you, I'm a little
15 nervous. That's all.

16 **CHAIRMAN WHITFIELD:** Okay. Just bear with us,
17 Mr. Narus, and let's see if there's any questions
18 for you. Mr. Pringle?

19 **MR. PRINGLE:** No questions, Mr. Chairman.

20 **CHAIRMAN WHITFIELD:** Ms. Pittman, Office of
21 Regulatory Staff?

22 **MS. PITTMAN:** No questions.

23 **CHAIRMAN WHITFIELD:** Commissioners, questions
24 for Mr. Narus? Commissioner Fleming?

25 **E X A M I N A T I O N**

1 **BY COMMISSIONER FLEMING:**

2 **Q** I do want to ask if you've had any trouble with the
3 service at this mobile home park?

4 **A** I do, but I don't think it's relevant to the point that
5 I'm trying to argue.

6 **Q** Okay. It could be relevant to this case.

7 **A** Correct. So we have had issues with our lift station
8 and, once again, this is a lot of the dealings that
9 we've had with Janet. You've got to follow up with
10 them. You've got to be on top of them. I'm sure they
11 have -- they're plenty busy. I'm a real persistent
12 individual, so this is something I notice across the
13 board with contractors in general is you really have to
14 push them to get them to do what they -- I guess they
15 say they're going to do, which is relevant because this
16 is my -- and my tenants' only option.

17 It's not like, you know, I can switch from Verizon
18 to AT&T. There's no competition. So I mean for me, I'm
19 persistent, I'm going to get through to them. I'm going
20 to get what I want. I can't speak for the rest of the
21 folks here tonight.

22 **Q** Okay. Thank you. What are the particular problems
23 you're having with the lift station?

24 **A** Let's just say things are obstructing the pump that I
25 have since paid for myself to fix.

1 Q Is that coming from the users?

2 A That's correct, correct.

3 Q So have you worked with your --

4 A Tenants?

5 Q -- tenants to educate them about what can be used or not
6 used?

7 A That's correct. The reason -- here's an appropriate way
8 to put it. Certain feminine hygiene products should not
9 be flushed. The tenants have been informed.

10 Q Okay. And it's improved since then?

11 A That is correct.

12 Q Okay. Good. All right.

13 A With persistence.

14 Q Okay. Thank you.

15 COMMISSIONER WHITFIELD: Thank you,
16 Commissioner Fleming. Commissioner Bockman?

17 BY COMMISSIONER BOCKMAN:

18 Q I just have one question. How many tenants are in your
19 mobile home park?

20 A I have 52 tenants.

21 Q Okay. Thank you.

22 COMMISSIONER WHITFIELD: Thank you,
23 Commissioner Bockman. Any other Commissioner
24 questions for Mr. Narus? Well, if not, thank you
25 for your testimony, and thank you for being here.

1 **WITNESS:** Thank you.

2 [WHEREUPON, the witness was excused.]

3 **CHAIRMAN WHITFIELD:** Mr. Stark, next witness?

4 **MR. STARK:** Would Carl Ryder please come
5 forward?

6 [Witness sworn/affirmed]

7 THEREUPON came,

8 **CARL RYDER,**

9 who, having been first duly affirmed, testified as follows:

10 **MR. RICHARDSON:** Please state your name and
11 address.

12 **WITNESS:** Thank you. My name is Carl Ryder,
13 and I live at 3004 Shalann Drive. Right now we are
14 paying \$20.88 a month for sewer, and he wants more
15 than a hundred percent increase in his rates, plus
16 a \$250 so-called deposit for what, I have no idea.
17 In my neighborhood, we have low income families
18 live in that neighborhood. We have elderly that
19 live in that neighborhood. We have retirees like
20 myself on a fixed income. We cannot afford these
21 kind of prices like they are.

22 And not only that, we already pay Spartanburg
23 Water for sewer. (Audience expresses agreement.)
24 Last summer, I had another lady that come to the
25 house wanting to borrow money to pay Moore Sewer so

1 she could get her sewer turned back on. They put a
2 block in the sewer line coming out of the house if
3 you don't pay it. They block off your sewage and
4 you can't -- that's denying you access to
5 Spartanburg Water and Sewer that you're already
6 paying for. This is just -- this is ridiculous,
7 and if this happens, there will be a lot of
8 families in that community that's going to go
9 without sewage because they simply cannot afford
10 these ridiculous prices. (Audience expresses
11 agreement.) And deny -- when they cut them off, I
12 just don't see how you can deny them the use of
13 Spartanburg Water and Sewer that you're already
14 paying for. (Audience expresses agreement.)
15 That's my opinion.

16 That's all I've got to say.

17 **CHAIRMAN WHITFIELD:** Okay, Mr. Ryder, let's
18 see if there are any questions for you.
19 Mr. Pringle, any questions?

20 **MR. PRINGLE:** No questions, Mr. Chairman.

21 **CHAIRMAN WHITFIELD:** Ms. Pittman, Office of
22 Regulatory Staff?

23 **MS. PITTMAN:** No questions.

24 **CHAIRMAN WHITFIELD:** Commissioners, questions
25 for Mr. Ryder?

1 **BY COMMISSIONER FLEMING:**

2 **Q** Could you explain a little better the access to the
3 Spartanburg Sewer System that you've paid for?

4 **A** Right. See, their lines from our house runs into their
5 pipe, but Spartanburg Water -- we also pay Spartanburg
6 Water for sewage. (Audience expresses agreement.) But
7 if they block off our sewage, we can't even use that. I
8 mean (Audience expresses agreement.) it's ridiculous.
9 That's all there is to it.

10 **Q** So you're on the Spartanburg Water System?

11 **A** Right.

12 **Q** Okay. Thank you.

13 **COMMISSIONER WHITFIELD:** Thank you,

14 Commissioner Fleming. Any other Commissioner
15 questions? If not, I have one, Mr. Ryder.

16 **BY CHAIRMAN WHITFIELD:**

17 **Q** Could you share with us, maybe you did and I missed it,
18 what's your average -- what's your bill running per
19 month now?

20 **A** For Spartanburg Water?

21 **Q** Your sewer bill.

22 **A** Spartanburg Water?

23 (Lady interjects from crowd it's \$20.88. "I have a
24 Spartanburg Water Bill if you'd like to see mine.)

25 **Q** Well, I need to hear from him.

1 **A** The average from Spartanburg Water every month is about
2 \$18.

3 (Lady interjects from crowd and says, "Mine is higher
4 than that.")

5 **Q** Well, do you have a -- you don't happen to have a copy
6 of it with you, do you?

7 **A** No, but she does. I don't have mine with me.

8 **Q** Is that your wife?

9 **A** No, that's a neighbor. Her probably runs about the same
10 as mine.

11 **Q** Okay.

12 **CHAIRMAN WHITFIELD:** Well, wait a minute. Our
13 court reporter can't take all this in. I need just
14 only the witness to talk, and then if some of you
15 others are signed up, we'll get to you and take
16 your testimony and your bill, but I was just -- if
17 it was your wife's bill I was going to accept it.

18 **A** No, no, it's not.

19 **Q** Okay. Well, that's all I have at this time.

20 **CHAIRMAN WHITFIELD:** If there's nothing
21 further, Mr. Ryder, certainly we thank you for your
22 testimony and for your participation.

23 **WITNESS:** Thank you.

24 [WHEREUPON, the witness was excused.]

25 **MR. STARK:** Would Ms. Linda Smith please come

1 forward?

2 [Witness sworn/affirmed]

3 THEREUPON came,

4 **LINDA SMITH,**

5 who, having been first duly affirmed, testified as follows:

6 **MR. RICHARDSON:** Please state your name and
7 address for the record.

8 **WITNESS:** My name is Linda Smith, S-m-i-t-h.

9 I have been residing at 1906 Walnut Court since
10 about 1982. And during this time, I have had
11 problems with my sewage blocking up. If you flush
12 the commode, it backs up in the tub. And they will
13 come out and with Operation Drain to unplug it.
14 But the thing is, she'll ask if there's like
15 feminine products and all that. Okay, there's none
16 of that in there. You know, once you've been
17 informed, you don't put that in there, or the
18 wipes.

19 So with the last person coming out, they're
20 out at my house at least three times -- three to
21 four times a year. But it's a partial blockage in
22 the line, so they dug up my yard, they dug in the
23 street, and they told me in a couple of hours they
24 would be back, and this was about two years ago,
25 and they never came back. But it's a partial

1 blockage. That's why I have trouble all the time.
2 And it has not been fixed yet. And then with the
3 pipes, they've been there forever, they're all
4 rusted and probably need to be replaced.

5 And I was told that they were going up because
6 they need to replace that, but they've been over it
7 for years. And nothing has been done.

8 **CHAIRMAN WHITFIELD:** Is that the end of your
9 testimony, Ms. Smith?

10 **WITNESS:** Yes.

11 **CHAIRMAN WHITFIELD:** Okay. If you'll just
12 bear with us just a minute and let's see if we've
13 got any questions for you.

14 Mr. Pringle, questions for this witness?

15 **MR. PRINGLE:** Just a couple, Mr. Chairman.

16 **E X A M I N A T I O N**

17 **BY MR. PRINGLE:**

18 **Q** Ms. Smith, good evening.

19 **A** Good evening. How are you?

20 **Q** Good, good. Thank you for coming out. Let me just
21 follow up on a little bit of your testimony. You
22 mentioned the problem that you described with the
23 backup, that was about two years ago?

24 **A** Yes. It's when they were saying they were going to
25 replace the line, the main line.

1 Q Okay.

2 A And it has not been replaced yet.

3 Q And you testified that they said they were going to come
4 back and did not come back?

5 A They did not come back.

6 Q Have you had any contact with them since then?

7 A No. I figured if the guy that did the -- when he did
8 the line, I figured they told him they were going to be
9 back, and he told me just that, but no one came back.

10 Q Okay.

11 MR. PRINGLE: That's all I have. Thanks.

12 CHAIRMAN WHITFIELD: Ms. Pittman, questions
13 for Ms. Smith?

14 MS. PITTMAN: Yes, briefly.

15 E X A M I N A T I O N

16 BY MS. PITTMAN:

17 Q Ms. Smith, are you still having these issues?

18 A Yes, the last still, yeah. The last -- it's still
19 partially blocked. It's not an open line, and it's
20 right in front of my house. It's the main line.

21 Q Okay. And it's still backing up in your house?

22 A Maybe since -- it's been about -- it's been about a year
23 now.

24 Q Okay.

25 MS. PITTMAN: Nothing further.

1 **CHAIRMAN WHITFIELD:** Thank you, Ms. Pittman.
2 Commissioners, questions for this witness?

3 **COMMISSIONER FLEMING:** Yes.

4 **E X A M I N A T I O N**

5 **BY COMMISSIONER FLEMING:**

6 **Q** Ms. Smith, is the yard -- is the area opened up where
7 the line is?

8 **A** It's open, because I did have some trees, and they said
9 it would probably be good if I got rid of the trees, so
10 I had all those taken out.

11 **Q** But I mean where they were working on the line though,
12 have they covered it back up or is it open?

13 **A** Yes, it's covered back up.

14 **Q** Okay.

15 **A** And they had to dig up in my yard also.

16 **Q** But they did put it back?

17 **A** They put it back, but they didn't unblock the line.
18 It's still a partial blockage.

19 **Q** Okay.

20 **COMMISSIONER FLEMING:** All right. Thank you.

21 **CHAIRMAN WHITFIELD:** Thank you, Commissioner
22 Flexing. Any other Commissioner questions for Ms.
23 Smith?

24 Well, I don't have one, but I would certainly
25 offer to you that Mr. Pringle has asked you a

1 question, Ms. Pittman has, and you have a unique
2 opportunity tonight to -- with the company
3 officials and the South Carolina Office of
4 Regulatory Staff folks being here, I think maybe
5 after the meeting you can speak with them and
6 hopefully get some help.

7 **WITNESS:** Okay.

8 **CHAIRMAN WHITFIELD:** And I think you so much.
9 Thank you for your attendance.

10 [WHEREUPON, the witness was excused.]

11 **CHAIRMAN WHITFIELD:** Next witness, Mr. Stark?

12 **MR. STARK:** It looks like G. Paulette Jones.

13 **WITNESS:** My question, they already said it,
14 so I don't need to say it.

15 **CHAIRMAN WHITFIELD:** We'll just adopt your
16 testimony as already being said and we'll mark you
17 down.

18 **WITNESS:** Right. I'm just waiting on an
19 answer.

20 **CHAIRMAN WHITFIELD:** All right. We'll mark
21 you down. Thank you for coming.

22 **MR. STARK:** Could we now have Ms. Teresa
23 Roper, please?

24 [Witness sworn/affirmed]

25 THEREUPON came,

1 **TERESA ROPER,**
2 who, having been first duly affirmed, testified as follows:

3 **MR. RICHARDSON:** Please state your name and
4 address for the record.

5 **WITNESS:** Teresa Roper, T-e-r-e-s-a R-o-p-e-r,
6 3003 Shalann Drive, and I'm going to start out by
7 saying the gentleman that was up here earlier
8 saying that the comment that she made about her
9 lawyer told her to ask for the \$45 because that
10 would be a good point to get at least half of what
11 she's asking for, because the day I received my
12 letter, I called her, and that's exactly what she
13 told me. Her lawyer best recommended asking for
14 \$45 in order to get a little bit of money.

15 I also have my water bill. I also have my
16 water bill if anybody would like to look at it. I
17 don't understand why when Spartanburg Water took
18 over in our neighborhood, why something was not
19 done to buy them out, take over something, because
20 we already paid two sewer things on here plus them.
21 And also, about three years ago, I had a backup in
22 my house. I called her. She sent someone out
23 there. They undrained it. Well, they come out and
24 dig up our yards and put these ugly white things in
25 our yard that sticks up in the yard. Well, they

1 couldn't determine because they had never put one
2 of those things in my yard, they couldn't determine
3 if it was on my side or their side. They did know
4 that it was on my side, but she could not charge me
5 for that because she did not have that ugly thing
6 in my yard to determine which side it was on.

7 Well, about a week after that, she calls me
8 and tells me she's going to put one of those things
9 in my yard. And I said, "I do not want that ugly
10 thing sticking up out of my yard," so she come and
11 put it in there anyway, but she covered it up. But
12 see, that was money that she was not able to earn
13 because she couldn't prove which side it was on.
14 And when I questioned this, I want to know what
15 services I'm already paying for the \$20.88. What
16 am I getting each month for my \$20.88. Nothing.
17 And also, if you're a day late on the bill, she
18 does not offer any grace period. She will in a --
19 if you're a day late, she's going to send you a
20 notified letter, and that's going to go up --
21 that's going to make --

22 I apologize, I'm nervous, and I'm shaking, but
23 she's going to charge you --

24 **CHAIRMAN WHITFIELD:** You go right ahead. It's
25 your time.

1 **WITNESS:** Okay. She's going to charge \$18
2 more. She does not allow any grace period
3 whatsoever. If you're a day late, she's going to
4 send you a certified letter, and then she's going
5 to charge you \$18 more for that certified letter,
6 like you don't already know you owe that bill.

7 I am a single grandmother raising two
8 granddaughters, two grandkids. I struggle from
9 day-to-day to feed my grandkids, and she does not
10 do anything for the money that I already pay her.
11 And she wants to take even more money from me to
12 provide for my kids, my grandkids? I would like to
13 know what services she offers me now other than the
14 use of her drains. She's -- I pay \$20.88 for
15 nothing each month. Each month I get nothing.

16 And I think that's about all I got, but did
17 y'all want to see what I already paid?

18 **CHAIRMAN WHITFIELD:** I tell you what,
19 Ms. Roper, before we take questions for you, I'm
20 going to offer you to let -- if you want that to be
21 entered into the record, we will redact out your
22 account numbers and any other pertinent
23 information, and we can -- I'll be happy to enter
24 that into the record if you would like to do that?

25 **WITNESS:** I can't -- you can have it. And

1 also, I don't know if my mother's able to come up
2 here and stand because she's got some medical
3 problems, but my mother lives right beside the
4 field where they stuck them animals, and in the
5 summertime, it stinks down there. And the only
6 time you ever see them in the neighborhood is if
7 somebody's not paid no bill, they're going to come
8 and they're going to cut somebody's line off. And
9 how they can do that and you're already paying
10 Spartanburg Water, I do not understand that. And
11 the only time you see them is when they come down
12 there to feed them stinking animals.

13 **CHAIRMAN WHITFIELD:** Well, let me do something
14 else while you're still here at the stand. Since
15 you said your mother can't stand, is she signed up
16 as a witness?

17 **WITNESS:** She is, she's after me.

18 **CHAIRMAN WHITFIELD:** What's her name?

19 **WITNESS:** Kathleen Jackson.

20 **CHAIRMAN WHITFIELD:** Okay, she's next on the
21 list. One second. Ms. Roper, I'm going to give
22 your mother -- but I do need to finish with you.

23 **WITNESS:** Okay.

24 **CHAIRMAN WHITFIELD:** But I'm going to give
25 your mother -- she can either be seated, and I

1 think Mr. Richardson is going to try to take a
2 microphone over to her.

3 **WITNESS:** Okay.

4 **CHAIRMAN WHITFIELD:** Or she can adopt your
5 testimony, but let me finish with you first. I'm
6 going to enter your bill in as Hearing Exhibit No.
7 2.

8 If you'll give that to Mr. Richardson, we'll
9 redact your information so that it -- your account
10 number and other information, and we're going to
11 enter that in as Hearing Exhibit No. 2. Let me see
12 if there are any questions from the parties or from
13 the Commissioners, and then we'll move towards your
14 mother.

15 Mr. Pringle?

16 **MR. PRINGLE:** No questions, Mr. Chairman.

17 **CHAIRMAN WHITFIELD:** Ms. Pittman, Office of
18 Regulatory Staff?

19 **MS. PITTMAN:** No questions.

20 **CHAIRMAN WHITFIELD:** Commissioners, any
21 questions for Ms. Roper? Well, hearing none, Ms.
22 Roper, thank you for your testimony, and you may
23 step down, and we're going -- I'm sorry, hold on
24 one second Ms. Roper.

25 I'm sorry, Commissioner Fleming does have a

question for you.

E X A M I N A T I O N

BY COMMISSIONER FLEMING:

Q I just wanted -- you said that if you are a day late, you get a certified letter?

A Yes, ma'am.

Q Do you have a copy of one of those letters?

A Well, what I do now because, you know, it's -- like I said, I raise my two grandkids, at income tax time, I go ahead and pay her for the whole year, because I don't want to take the chance of being a day or two late on paying her for her to throw that extra charge on me because if I don't pay it, she's going to come and cut my line off.

So that's how I do, at income tax time, I go ahead and pay her for the whole year 'cause I don't want to take the chance of being late on any of my bills when it comes to her because she will come and cut your line off. And I have two grandkids and I can't have my lines cut off. And how she can do that with us paying Spartanburg Water, I do not understand.

COMMISSIONER FLEMING: Okay.

WITNESS: Thank you.

CHAIRMAN WHITFIELD: Thank you, Commissioner Fleming. Thank you, Ms. Roper.

1 [WHEREUPON, the witness was excused.]

2 **CHAIRMAN WHITFIELD:** Mr. Richardson, if you
3 could assist with Ms. Jackson at this time, we're
4 going to take her testimony.

5 [Witness sworn/affirmed]

6 THEREUPON came,

7 **KATHLEEN JACKSON,**
8 who, having been first duly affirmed, testified as follows:

9 **MR. RICHARDSON:** Please state your name and
10 address for the record.

11 **CHAIRMAN WHITFIELD:** Ms. Jackson, if you could
12 hold that microphone so our court reporter can hear
13 you, you can be seated, but we need to hear you --
14 she needs to be able to hear you. Okay?

15 **WITNESS:** My name is Kathleen Jackson, and I
16 live at 1913 Mark Court. And they put animals
17 right down below my house. I'm the last house on
18 that street. And last summer, I had a problem with
19 odor and I told her about it, and she said --
20 finally come to the conclusion because they've been
21 -- the Water Works have been out there digging up
22 something, and she said they hit the sewer line.
23 But it was coming from them animals. And I've got
24 a lot of medical problems, and I like to sit on my
25 porch, but you can't sit out there for the stink.

1 And plus, I don't know why all those elderly
2 people over there that lives on a fixed income that
3 has medical problems that has medical bills to pay
4 plus all our other bills, and now another one of
5 our bills is going up, I just don't see how we're
6 going to do it.

7 Me, alone, I've had a bunch of medical
8 problems in March, and I received the bills now,
9 and if another bill goes up, I'm going to have to
10 move in with my daughter if nothing else, just keep
11 up with our bills.

12 **CHAIRMAN WHITFIELD:** Thank you, Ms. Jackson.
13 If you'll bear with us just one second and let us
14 see if --

15 Mr. Pringle, any questions for this witness?

16 **MR. PRINGLE:** No questions, Mr. Chairman.

17 **CHAIRMAN WHITFIELD:** Ms. Pittman, Office of
18 Regulatory Staff?

19 **MS. PITTMAN:** No questions.

20 **CHAIRMAN WHITFIELD:** Commissioners, any
21 questions for Ms. Jackson?

22 **COMMISSIONER FLEMING:** I do have one.

23 **CHAIRMAN WHITFIELD:** Commissioner Fleming
24 does.

25 **E X A M I N A T I O N**

1 **BY COMMISSIONER FLEMING:**

2 **Q** You mentioned animals, you and your daughter mentioned
3 animals. Is this land that Ms. Teachman owns?

4 **A** Where the cesspool used to be, they've got animals down
5 there to eat the grass so they don't have to cut it.

6 **Q** And what kind of animals?

7 **A** Donkeys, they did have cattle, they had goats. I don't
8 know what all kind, but it's a stink in the summertime.
9 You just can't sit on your porch.

10 **Q** Okay. And it's where the cesspool was?

11 **A** Where it used to be.

12 **Q** Okay.

13 **A** And that's the only time -- you see them go down there a
14 good bit, them animals, but we don't see them doing
15 nothing for the people of the community.

16 **Q** And everyone in the area's on the Spartanburg Water
17 System?

18 **A** Sure are. I paid -- I just paid my water bill. It was
19 like \$80 something. And I got two sewers on that water
20 bill, and I counted \$20.88 I paid them, and I'm never
21 late. And like I say, I don't know how the other senior
22 citizens is going to make it out there if they keep
23 going up just for our sewer running their pipes.

24 **Q** And do you all mail your payment in?

25 **A** I sure do.

1 Q Okay. And so there's no grace period if there's --

2 A No grace -- when you get your bill, there's no grace.

3 The bill is now due on that --

4 (Someone from audience says "Due immediately.")

5 A -- that's right. It's now due. You don't have no grace
6 period whatsoever.

7 Q And the bill comes how many days after the bill arrives?

8 A It comes on the 26th of each month.

9 Q And the bill is due when?

10 A Due immediately. It's now due.

11 Q It arrives the day it's due?

12 A When it comes, it says on there the bill is due now, and
13 it's got on there if it's a certain amount that you'll
14 be sending -- if you're so many days late, you'll get a
15 certified letter. You don't get no days.

16 Q Do you have a copy of that bill?

17 A I didn't bring my bill with me. I should have 'cause I
18 just mailed mine. It's sitting on the TV stand to be
19 mailed tomorrow to them.

20 Q That's the Spartanburg, that's not --

21 A That, yeah, no, it's not Moore Sewer's, I should have
22 brought Moore Sewer's bill, because like I say, I just
23 wrote that check this morning to mail to them. I got it
24 day before yesterday.

25 Q Okay.

1 **SOMEONE FROM AUDIENCE:** Did you want to
2 see a bill?

3 **CHAIRMAN WHITFIELD:** Well, we'll get to
4 you in a minute. If it's not her bill, I
5 don't think we can put it in there. Are there
6 any other Commissioner questions for
7 Ms. Jackson?

8 If not, thank you, Ms. Jackson, for your
9 testimony, and thank you for coming out and
10 participating tonight.

11 **WITNESS:** Thank you.

12 **CHAIRMAN WHITFIELD:** And again, I'll
13 remind you that ORS is here and the company is
14 here as well after the meeting.

15 [WHEREUPON, the witness was excused.]

16 **CHAIRMAN WHITFIELD:** Next witness, Mr.
17 Stark?

18 **MR. STARK:** Thank you, Mr. Chairman.
19 Would Armando Correa come up, please?

20 **CHAIRMAN WHITFIELD:** Would it be better
21 if you stayed seated as well? I don't want to
22 get in the habit of this, but I see you on
23 crutches.

24 **WITNESS:** Yes.

25 **CHAIRMAN WHITFIELD:** Have a seat, Mr.

1 Correa, and we'll get you sworn.

2 [Witness sworn/affirmed]

3 THEREUPON came,

4 **ARMANDO CORREA,**

5 who, having been first duly affirmed, testified as follows:

6 **MR. RICHARDSON:** Please state your name
7 and address for the record.

8 **WITNESS:** My name is Armando Correa, A-r-
9 m-a-n-d-o C-o-r-r-e-a, and I live at 3002
10 Shalann Drive, Spartanburg, 29301. My concern
11 is I have five years lived in this house.
12 When I moved in there, when I buy this house,
13 the owner told me I have to pay two sewers,
14 and I asked him why if I already pay
15 Spartanburg Water do I need to pay another
16 sewer bill? He told me this because the line
17 to the house is owner Moore Sewer.

18 I called Spartanburg Water and asked if I
19 could put in septic tank, they told me no
20 because the house is Moore and I don't have
21 land to put septic tank. And I asked him, my
22 neighbor, if there's something I can do
23 because I had a problem with my sewer -- I
24 tried to fix it because I know plumbing, but
25 my concern is to why is the line close to my

1 house, why it's not supposed to be close to
2 the road. And I guess that's it.

3 **CHAIRMAN WHITFIELD:** All right. Thank
4 you, Mr. Correa. Let me see if there are any
5 questions from party. Mr. Pringle, questions
6 for this witness?

7 **MR. PRINGLE:** No questions, Mr. Chairman.

8 **CHAIRMAN WHITFIELD:** Ms. Pittman,
9 questions for this witness?

10 **MS. PITTMAN:** No questions.

11 **CHAIRMAN WHITFIELD:** Commissioners,
12 questions for Mr. Correa? Well, if not, thank
13 you for your testimony and thank you for
14 coming out tonight.

15 [WHEREUPON, the witness was excused.]

16 **CHAIRMAN WHITFIELD:** Mr. Stark, next
17 witness?

18 **MR. STARK:** Would Sam Penson come
19 forward, please?

20 [Witness sworn/affirmed]

21 THEREUPON came,

22 **SAM PENSON,**
23 who, having been first duly affirmed, testified as follows:

24 **MR. RICHARDSON:** Please state your name
25 and address for the record.

1 **WITNESS:** My name is Sam Penson, P-e-n-s-
2 o-n. I live at 5001 Shavonna [sic] Drive.
3 And the only thing I've got, it's just like
4 everybody else, why is it going up. I can
5 understand an increase, but why double? You
6 know, it's going up so much, everybody's on
7 fixed income, everybody's trying to make it,
8 and paying it is fine, and paying it on time
9 is fine.

10 But then you've got another one to pay to
11 Water Works. I've got to pay the water and
12 them to, you know. One should be -- one or
13 the other. You know, if they're going to go
14 up, let's just pay Moore Sewage, and that's
15 it. Can y'all provide the water, too?
16 (Audience noise.)

17 **CHAIRMAN WHITFIELD:** Let's just continue
18 on with your testimony, Mr. Penson. You can
19 maybe get some questions answered after the
20 meeting. But is there anymore you want to
21 tell us?

22 **WITNESS:** No, that's all I've got.

23 **CHAIRMAN WHITFIELD:** Well, if you'll bear
24 with us just a second, we're going to see if
25 there are any questions. Mr. Pringle,

1 questions for this witness?

2 **MR. PRINGLE:** I certainly don't have any
3 questions, but would be available to answer
4 your questions after this.

5 **CHAIRMAN WHITFIELD:** All right.
6 Ms. Pittman, questions for Mr. Penson?

7 **MS. PITTMAN:** No questions.

8 **CHAIRMAN WHITFIELD:** Commissioners,
9 questions for Mr. Penson?

10 **E X A M I N A T I O N**

11 **BY CHAIRMAN WHITFIELD:**

12 **Q** Mr. Penson, if you don't mind telling us, do you know
13 what your bill is, the portion that you pay for sewer
14 service to Spartanburg Water?

15 **A** No, I don't know right off.

16 **Q** You don't know that? Okay. But you get a -- you have
17 another bill, of course, from Moore?

18 **A** Right.

19 **Q** But you don't know right off the top of your head what
20 your portion is for Spartanburg?

21 **A** No, not right off the top of my head.

22 **CHAIRMAN WHITFIELD:** All right, sir.

23 Well, thank you for your testimony, and we
24 appreciate you coming out tonight. And I
25 think you might can get some answers after the

1 hearing.

2 **WITNESS:** Okay. Thank you.

3 [WHEREUPON, the witness was excused.]

4 **CHAIRMAN WHITFIELD:** Next witness,
5 Mr. Stark?

6 **MR. STARK:** Would Christine Ferguson
7 please come forward?

8 [Witness sworn/affirmed]

9 THEREUPON came,

10 **CHRISTINE FERGUSON,**
11 who, having been first duly affirmed, testified as follows:

12 **MR. RICHARDSON:** Please state your name
13 and address for the record.

14 **WITNESS:** Yes, my name is Christine
15 Ferguson, Christine C-h-r-i-s-t-i-n-e,
16 Ferguson F-e-r-g-u-s-o-n. Yes, my address is
17 5000 Shalann Drive, Spartanburg 29301. Yes,
18 I've been living over in that area for almost
19 18 years, and when I first moved there, there
20 was a cesspool at the end which Madeira Sewage
21 owned, but they closed it down because they
22 wasn't keeping it clean. And it started
23 smelling during the summer. So just to
24 reiterate what everybody else has said, we all
25 are senior citizens, and we're on a fixed

1 income. To go so high on wanting a raise for
2 that is just ridiculous. I pay \$20.88 every
3 month. And then we also pay Spartanburg Water
4 Works. Now we're getting double-clutched with
5 both Spartanburg Water Works and with Madeira
6 Sewage. And that's not fair to us that we
7 have to pay both. Either we pay one or the
8 other. And we pay sewage -- okay, my bill,
9 since they started, Spartanburg Water Works is
10 doing it month by month now, \$45 right now.
11 And then if they go up \$45, which it's been
12 way higher when they was doing it every two
13 months, so it's just -- it's just ridiculous.

14 I mean I see these white trucks running
15 around, but I don't see them doing anything.
16 I seen nothing in the 18 years that I've been
17 there that they could say was an improvement
18 or anything. But just like I say, I'm just
19 repeating the things that I see and I hear. I
20 don't see them doing anything. If Spartanburg
21 Water Works is picking up our water, our
22 sewage, and then they're saying they're
23 picking up, somebody ain't telling the truth.
24 We need to find out what's really going on and
25 why we have to pay both. That's all I've got

1 to say.

2 **CHAIRMAN WHITFIELD:** Okay, Ms. Ferguson,
3 hang with us just a second and let me see if
4 we've got any -- Mr. Pringle, questions for
5 Ms. Ferguson?

6 **MR. PRINGLE:** Very briefly, Mr. Chairman.

7 **E X A M I N A T I O N**

8 **BY MR. PRINGLE:**

9 **Q** Good evening, Ms. Ferguson.

10 **A** Good evening.

11 **Q** Thank you for coming out. I just wanted to clarify one
12 thing that you said. You used the term "Madeira."

13 **A** I did.

14 **Q** And you live in what was called the Madeira Subdivision;
15 is that correct?

16 **A** No, I live in 5000 Shalann Drive.

17 **Q** Okay. But your -- when you say "Madeira," my client
18 Moore Sewer is serving, --

19 **A** That's what I meant, I'm sorry.

20 **Q** Oh, I know, and I'm just saying for clarification is
21 that the Madeira -- what used to be Madeira is now part
22 of Moore Sewer.

23 **A** That's right.

24 **Q** Okay. All right.

25 **A** I'm very sorry.

1 Q No, no, no, no, that's -- I mean you're not wrong.

2 MR. PRINGLE: Thank you.

3 CHAIRMAN WHITFIELD: Ms. Pittman,
4 questions for Ms. Ferguson?

5 MS. PITTMAN: No questions.

6 CHAIRMAN WHITFIELD: Commissioners,
7 questions for Ms. Ferguson? Commissioner
8 Elam?

9 COMMISSIONER ELAM: Yes.

10 EXAMINATION

11 BY COMMISSIONER ELAM:

12 Q Yes, good evening. When you were talking about seeing
13 white trucks running around, whose white trucks are you
14 talking about? Spartanburg or Moore?

15 A I think they belong to them.

16 Q Okay.

17 A I think.

18 COMMISSIONER WHITFIELD: Any other
19 Commissioner questions for Ms. Ferguson?

20 EXAMINATION

21 BY CHAIRMAN WHITFIELD:

22 Q Ms. Ferguson, I do have one. You said you paid \$20.88
23 to Moore Sewer. What was the figure you said you paid
24 to the --

25 A To Spartanburg Water Works?

1 Q Yes, ma'am.

2 A Let's just say when it's month to month, it's \$45. But
3 it has been like \$70 something I paid and plus paying
4 the \$21.

5 Q You mean that was a quarterly bill when you paid the \$70
6 something or was it --

7 A Yeah, for Spartanburg Water Works, they were doing it
8 every --

9 Q Three months?

10 A -- two months.

11 Q Two months. So now you're paying every month to
12 Spartanburg Water Works, but --

13 A Forty-five dollars.

14 Q Forty-five even?

15 A Yeah -- well, 45.22. They say they're picking up our
16 sewage, because I asked them.

17 Q Forty-five twenty-two?

18 A Uh-huh.

19 Q And then you're paying 28 to Moore Sewer?

20 A Yes.

21 Q Okay. I'm clear now.

22 **CHAIRMAN WHITFIELD:** Any further
23 questions for Ms. Ferguson? Well, if not,
24 thank you for coming out. Thank you for your
25 testimony.

1 [WHEREUPON, the witness was excused.]

2 **MR. STARK:** Would Rafael Pagan please
3 come forward?

4 [Witness sworn/affirmed]

5 THEREUPON came,

6 **RAFAEL PAGAN,**
7 who, having been first duly affirmed, testified as follows:

8 **MR. RICHARDSON:** Please state your name
9 and address for the record.

10 **WITNESS:** My name is Rafael Pagan, R-a-f-
11 a-e-l, my last name Pagan, P-a-g-a-n. And my
12 property is located at 1905 Mark Court in
13 Spartanburg. And already my fellows talk
14 about two times pay for the sewer. High
15 increase, no, two, three, because when you pay
16 the tax for property, you have to pay taxes
17 for sewer again. It's three times. And we
18 pay Moore Sewer \$20.88 plus \$71 something for
19 Spartanburg Water.

20 For the taxes for the City every year you
21 have to pay sewer unless I'm wrong. Because
22 when I checked that bill, I saw sewer. And
23 right now, I only have my retire for my Social
24 Security, and you know it's not enough money
25 to buy it, the increase is too much. Thanks.

1 **CHAIRMAN WHITFIELD:** Thank you for your
2 testimony, Mr. Pagan. Hold and let me see if
3 there are any questions. Mr. Pringle?

4 **MR. PRINGLE:** No questions, Mr. Chairman.

5 **CHAIRMAN WHITFIELD:** Ms. Pittman?

6 **MS. PITTMAN:** No questions.

7 **CHAIRMAN WHITFIELD:** Commissioners, any
8 questions for this witness?

9 **CHAIRMAN HAMILTON:** Does the witness have
10 his bill with him?

11 **WITNESS:** No.

12 **CHAIRMAN HAMILTON:** You didn't bring it?
13 Thank you, sir.

14 **CHAIRMAN WHITFIELD:** If there are not any
15 other Commissioner questions, thank you for
16 your testimony and thank you for being here.
17 Again, I would refer you to the Office of
18 Regulatory Staff and as I have many other
19 tonight, maybe you can get some explanation
20 again after the hearing.

21 **WITNESS:** Okay. Thank you.

22 **CHAIRMAN WHITFIELD:** Thank you. Mr.
23 Stark?

24 **MR. STARK:** Would Mr. Richard Marzouka or
25 Matzouka please come forward?

[Witness sworn/affirmed]

THEREUPON came,

RICHARD MARZOUKA,

who, having been first duly affirmed, testified as follows:

MR. RICHARDSON: Please state your name and address for the record.

WITNESS: My name is Richard Marzouka, and I reside at 15 Sierra Road. The prior residence is for my mother Mary Marzouka, also senior citizen, disabled, fixed income. Most of the neighbors, as you see, are fixed income senior citizens. Many are disabled and couldn't be here today. The people that could be here had to almost out of the cars to get here. So I just want to cover a few main points. On the Spartanburg Water System, the house pays a base charge for sewer for \$5.70. I believe that every home in the neighborhood pays this base charge.

Then there's a second line which is a sewer volume charge, and that's based on the amount of water you use. So for my mother's home and the specific bill, she used 22 units which is equal to 2200 gallons of water, and that charge was \$14.85. So for a total of

1 approximately \$20 is what she paid for sewer
2 to Spartanburg Water System. And the
3 remainder is about \$25 for water. So she pays
4 \$25 for water and \$20 for sewer to Spartanburg
5 Water System. This bill is from the winter
6 months, and the winter months, Spartanburg
7 Water System has a premium fee for sewer and
8 they give you a discount in the summer months,
9 so sewer charges actually go down for
10 Spartanburg Water System during the summer
11 months. So her total bill with the
12 Spartanburg Water System, this is now a
13 monthly bill, they were charging at a 60-day
14 billing cycle, now it's a 30-day billing
15 cycle, so her bill is \$46 including sewer.
16 And we're paying \$20.88 for sewer.

17 So it's just -- you have to pay for
18 services. Everybody understands that. But
19 you have to be realistic as well. Look at the
20 community you're serving and the charges that
21 you're charging. To pay more than \$40 for
22 sewer when you're already paying \$20 for
23 sewer, and so basically you're going to pay
24 \$20 a month for water and \$60 for sewer.
25 That's a little too much. And then

1 Spartanburg Water has to treat the water. So
2 it's not that they just take the water, they
3 actually dispose of that sewage. That's
4 unlike Moore Sewer System.

5 As far as services, we've never really
6 had an issue contacting Moore Sewer. There
7 was a few years back a problem with the drain,
8 and we noticed that the drain did clog up. We
9 contacted Moore Sewer. They sent out
10 contractors that they worked with. The
11 contractors came out and said, "Hey, the
12 problems from the line on your property, we
13 won't fix it, but we'll fix it for you for
14 around \$1,600." That's -- and my mom's yard
15 is literally 15 feet to the road. So the --
16 she couldn't afford that. She's on fixed
17 income barely making it. We had called
18 another contractor, they came out, and they
19 said, "Hey, we'll fix it, but could you tell
20 us where they tied into Moore Sewer System?"
21 So I contracted the same contractor that
22 worked for Moore System, and they would not
23 tell me the tie-in between that line and their
24 line because they weren't going to do the
25 work. Now if you do utility work or if you do

1 digging around the property, you call Duke
2 Power or any utility company, they'll spot --
3 they'll mark all the lines and show you where
4 their lines and where not to dig. And the
5 contractor didn't even know where to tie in to
6 Moore System because the contractor didn't do
7 the work.

8 So anyways, we did get it resolved on our
9 own, and since then, there's not been an
10 issue. But to increase that much is just
11 unreasonable. And I believe \$20.88 is more
12 than enough to operate for the scope of what
13 we're getting in reference to what we're
14 already paying. That's it. Thank you.

15 **CHAIRMAN WHITFIELD:** All right. Let me
16 see if there are any questions, Mr. Marzouka.
17 Mr. Pringle, any questions for this witness?

18 **MR. PRINGLE:** No questions, Mr. Chairman.

19 **CHAIRMAN WHITFIELD:** Ms. Pittman?

20 **MS. PITTMAN:** No questions.

21 **CHAIRMAN WHITFIELD:** Commissioners,
22 questions for Mr. Marzouka? Commissioner
23 Fleming?

24 **E X A M I N A T I O N**

25 **BY COMMISSIONER FLEMING:**

1 Q Do you have the bill --

2 A I have the Spartanburg Water System bill.

3 Q But not the Moore?

4 A No, but everyone pays the standard, to my understanding,
5 \$20.88, so everyone has that same bill from them.

6 Q But you do get a bill?

7 A We do get a bill, and I actually have it set on autopay
8 so that we don't have any issues, because like everyone
9 said, that if you get late, you immediately get
10 contacted and so I have it where it quickly pays on a
11 monthly schedule. And then I'll submit this bill to the
12 record. Keep in mind, this bill is from the winter
13 months on a 30-day time period. It was on a 60-day time
14 period. And then the summer months the sewer charges
15 from the Spartanburg Water System actually decrease
16 because they give you a credit towards -- it's less
17 costly for them to operate during the summer months.

18 Q And I would encourage you as the Chairman has to talk to
19 ORS about the billing situation that you have with both
20 Moore and Spartanburg Water System.

21 A Okay.

22 Q I believe you said you wanted to enter your bill for
23 evidence?

24 A Yeah.

25 CHAIRMAN WHITFIELD: Do you want to enter

1 that?

2 **WITNESS:** Yeah.

3 **CHAIRMAN WHITFIELD:** Okay. We'll make
4 that Hearing Exhibit No. 3.

5 Mr. Marzouka, hang on one second. Let me
6 see, any other Commissioners, questions for
7 Mr. Marzouka?

8 **E X A M I N A T I O N**

9 **BY CHAIRMAN WHITFIELD:**

10 **Q** I do have one about the problem you talked about the --
11 not knowing where they connected in. When your
12 contractor called, do you know if he ever contacted the
13 South Carolina Office of Regulatory Staff or there's
14 another number you can call, the 8-1-1, when you call 8-
15 1-1 before you dig, they're supposed to notify all
16 utilities to -- were those calls made, do you know, by
17 your contractor?

18 **A** They were not, no.

19 **Q** They were not.

20 **A** I have myself called 8-1-1 for other reasons. I don't
21 think Moore Sewer has ever marked their system whenever
22 I've called 8-1-1. They may not be on the list. I'm
23 not saying that they weren't contacted, but when I --
24 when we knew that we had a contractor to do the work,
25 and it was the main sewer line that goes to their line,

1 I simply needed to know the location of where they fit
2 together so that a contractor can do his job. Their
3 contractor wouldn't even point out the spot where they
4 tie in because they weren't doing the work. And like I
5 said, they wanted around \$1,600 for their job that I got
6 done for about \$250.

7 **Q** Well, did they object to your contractor working -- did
8 they express objections? Did the company --

9 **A** The contractor --

10 **Q** -- Moore --

11 **A** I believe Moore System did ask that we use their
12 contractor because they're familiar with their work.
13 The contractor did, I guess, object to having someone
14 else do the work, but they can't stop you. It's not
15 anything illegal, but they didn't help the situation.
16 So bottom line is they knew we were going to do it, they
17 were okay with it, and Moore System was okay with it,
18 but the contractor who works for them wouldn't point out
19 where we needed to do the work so we could tie in and do
20 it properly. So -- which I thought was a little bit
21 unethical from the contractor's side. But, you know,
22 that's what some of the neighbors have to deal with.
23 And in my mother's situation, she with that -- this one
24 incident over many years ago, but since then we
25 haven't had an issue. We pay our bill on time. That's

1 about it.

2 **CHAIRMAN WHITFIELD:** Thank you,
3 Mr. Marzouka. I don't think there are any
4 further questions, so thank you for your
5 testimony.

6 **WITNESS:** Thank you.

7 [WHEREUPON, the witness was excused.]

8 **CHAIRMAN WHITFIELD:** Mr. Stark, next
9 witness?

10 **MR. STARK:** Would Shirley Burris come
11 forward, please?

12 **MS. BURRIS:** Before I come forward, this
13 gentleman right here would like to say a
14 couple of words because he forgot to do his
15 stuff.

16 **CHAIRMAN WHITFIELD:** We've gotten that
17 message, and I'll deal with that in just a
18 minute. But this is your time, so if you'll
19 come on forward, we're going to address that
20 in a minute.

21 **MS. BURRIS:** Okay. All right.

22 [Witness sworn/affirmed]

23 THEREUPON came,

24 **SHIRLEY BURRIS,**
25 who, having been first duly affirmed, testified as follows:

1 **MR. RICHARDSON:** Please state your name
2 and address for the record.

3 **WITNESS:** My name is Shirley Burris at
4 1907 Mark Court. And my son rent to own, last
5 month he moved in there, and so he worked, I
6 go back and forth, you know, take care of the
7 house and babysit on weekends for him when his
8 children come to stay with him and things like
9 that. But water had got outrageous or
10 something, and then Ms. Janet and I had talked
11 about the sewage and things, and she was
12 telling me about it probably will go up 28 to
13 probably 30 something dollars, something like
14 that.

15 I told her I don't know what we're going
16 to do, because my son, right now, he's
17 working. He's got two families that he
18 supports, and his rent and stuff, and Water
19 Works was like \$1200 and something dollars for
20 like six to seven months. I meant to bring a
21 water bill for y'all, but I didn't know you
22 had to bring no bill to show nothing. But I
23 have a water bill and everything, and I went
24 around to get some help with the water and
25 stuff, and so my pastor, I had sat down and

1 talked with plenty more people, and they just
2 -- it's a good thing that we coming up here
3 today to discuss that because Water Works been
4 out there several times to check and see was
5 it on their end, but they say it's not on
6 their end, so I talked to his landlord and he
7 said it's not on his end.

8 So I don't know what he going to do
9 because right now water, they come every two
10 months, and it's every month now, so instead
11 of paying like \$1200 and something every two
12 months, it's about like \$300 or \$400 or \$500.
13 It's going down because I had talked to Legal
14 Aid, this lady gave me a number to call Legal
15 Aid, and they had investigated a little bit on
16 it. And what it was, it was a commode back
17 there in one of the bedrooms that wasn't
18 working, they're running all the time. So he
19 finally put a commode in there, but that
20 didn't stop it. So it's still going to leak
21 somewhere in the house.

22 So he don't get off till around about
23 seven or eight, and that's why he told me to
24 come on up and stand for him because my name
25 is on the lease with the house with him. So I

1 mean I have all the receipts at home. If you
2 want me to bring them back somewhere tomorrow,
3 if somebody's in the office, and show you on
4 where to do it. Because I mean sewage and
5 water fines, they going up, and at Water
6 Works, that's too much for anybody. And he's
7 a diabetic. His medicine costs about \$4,000.
8 He's trying to get some of that now through
9 the Legal Aid to get his medicine for him.

10 **CHAIRMAN WHITFIELD:** Ms. Burris, does
11 that complete your testimony?

12 **WITNESS:** Yes, sir.

13 **CHAIRMAN WHITFIELD:** All right. Let me
14 see if there are any questions. Mr. Pringle?

15 **MR. PRINGLE:** No questions, Mr. Chairman.

16 **CHAIRMAN WHITFIELD:** Ms. Pittman?

17 **MS. PITTMAN:** No questions.

18 **CHAIRMAN WHITFIELD:** Commissioners?
19 Hearing none, thank you for your testimony and
20 thank you for your coming out tonight. Again,
21 I would encourage all of you to talk with ORS
22 and the Company after the meeting. And thank
23 you, Ms. Burris.

24 **WITNESS:** All right. Thank you.

25 [WHEREUPON, the witness was excused.]

1 **MR. STARK:** Mr. Chairman, that's the
2 final individual that has signed up to speak.
3 I understand we have an administrative item?

4 **CHAIRMAN WHITFIELD:** Yes, it's been
5 brought to our attention that Mr. Narus would
6 -- has a follow-up to a Commissioner question
7 from Commissioner Fleming. I would state, our
8 rule is kind of one bite at the apple. If you
9 speak here, you can't speak at the Merits
10 Hearing in Columbia, and also we don't give a
11 second chance to speak. However, there is --
12 since it's addressing a Commissioner question,
13 I want to check with the parties here first
14 and see if there's any objection first.

15 I need to check with Ms. Pittman or Mr.
16 Pringle to see if there's an objection first.

17 **MS. PITTMAN:** No objection from ORS.

18 **CHAIRMAN WHITFIELD:** Mr. Pringle?

19 **MR. PRINGLE:** It's not going to do him
20 any good anyway. No, I'm just kidding.
21 That's fine.

22 **CHAIRMAN WHITFIELD:** Well, if you're
23 kidding, Mr. Narus, come on up forward. Mr.
24 Pringle, we are going to limit it. You are
25 just limited to addressing a question from

1 Commissioner Fleming. So you can't start your
2 testimony all over, just solely to address her
3 question.

4 **MR. NARUS:** Yes, I apologize for being
5 nervous --

6 **CHAIRMAN WHITFIELD:** And I remind you
7 you're are under oath. I've been told you
8 remind you you are under oath.

9 [Testimony from Mr. Narus continues.]

10 **MR. NARUS:** I apologize, Commissioner, in
11 front of you I was a little nervous, and now I
12 understand why you looked shocked when I gave
13 the answer that I did. I wanted to just give
14 a back story to your question, which was the
15 pump, the lift station. The lift station was
16 spewing sewage. You could smell it from about
17 ten feet away. I -- my business partner and I
18 got in touch with them, and when I say
19 persistent, I mean multiple phone calls, which
20 eventually ended up in me just stroking a
21 check. I'm not saying that's fair or unfair,
22 it was my tenant who made the error, I didn't
23 follow-up or even bother asking if that was my
24 responsibility or hers.

25 Quiteley frankly, the onus I felt was on

1 me. But I would put forth that the gentleman
2 earlier who mentioned he's on a fixed income,
3 if you had an issue, could you just stroke a
4 check to spur on an action? Because I think
5 that is the -- and I think there are more
6 people than just you who could just write a
7 check if they're not returning phone calls.

8 The issue has been resolved with
9 persistence in my checkbook but, like I said,
10 I felt that was extraordinarily wrong now that
11 I understand why you asked that question.
12 That's all.

13 **CHAIRMAN WHITFIELD:** Well, thank you.
14 Unless Commissioner Fleming has a follow-up,
15 we're going to limit it only to her. Do you
16 have any follow-up question of this witness?

17 **E X A M I N A T I O N**

18 **BY COMMISSIONER FLEMING:**

19 Q No, you just didn't get a response back from Moore is --

20 A Correct. It was as my --

21 Q -- after --

22 A -- father-in-law would say, we were ghosted.

23 Q Okay.

24 **CHAIRMAN WHITFIELD:** All right. Thank
25 you.

1 [WHEREUPON, the witness was excused.]

2 **CHAIRMAN WHITFIELD:** And Mr. Stark, I
3 believe that concludes --

4 **COMMISSIONER FLEMING:** We were told
5 earlier that there was a bill from Moore
6 Sewage. And he hasn't had an opportunity.

7 **CHAIRMAN WHITFIELD:** Commissioner Fleming
8 has requested that if you have a bill from
9 Moore, I think she would like you to come
10 forward.

11 Sir, I tell you, I know you weren't
12 signed up as a witness my attorney is telling
13 me. So if you don't mind, we're going to need
14 to ID you.

15 **MR. HOLLIS:** My name is Michael Hollis.
16 I signed in for my thing.

17 **CHAIRMAN WHITFIELD:** Oh, you are signed
18 in?

19 **MR. HOLLIS:** H-o-l-l-i-s. Yeah, I'm
20 signed in with them. I knew my neighbor would
21 be talking, so we have the same concerns,
22 that's why I didn't sign to say anything.

23 **CHAIRMAN WHITFIELD:** Hold on one second,
24 sir. Mr. Hollis, we do need to put you under
25 oath, for you to at least testify this is your

1 bill.

2 [Witness sworn/affirmed]

3 THEREUPON came,

4 **MICHAEL HOLLIS, SR.,**

5 who, having been first duly affirmed, testified as follows:

6 **MR. RICHARDSON:** Please state your name
7 and address for the record.

8 **WITNESS:** My name is Michael Hollis,
9 M-i-c-h-a-e-l, Hollis H-o-l-l-i-s, Sr.

10 **CHAIRMAN WHITFIELD:** I would offer that
11 you're not offering any testimony so there's
12 going to be no questions. We're simply going
13 to enter your bill in the record as Hearing
14 Exhibit No. 4.

15 And other than stating that this is your
16 Moore Sewer bill, you're not offering any
17 testimony; is that correct?

18 **WITNESS:** Negatory, he has already said
19 what I was going to say I'm just repeating
20 that.

21 **CHAIRMAN WHITFIELD:** Okay. But you are
22 stating that that's your bill?

23 **WITNESS:** Yes, my bill. It's a -- I
24 think it's a January bill I paid. I just
25 happened to have it with my letter. It's not

1 my last bill, but it's one bill.

2 **CHAIRMAN WHITFIELD:** But it is a bill of
3 yours?

4 **WITNESS:** Yes, sir.

5 **CHAIRMAN WHITFIELD:** All right, sir. All
6 right.

7 [WHEREUPON, the witness was excused.]

8 **CHAIRMAN WHITFIELD:** I think that has
9 satisfied my attorney now, so you may step
10 down. Anything further?

11 If nothing further, we'd like to thank
12 all of you for coming out, and thank you for
13 your participation, and we were glad to be
14 able to come out to your community tonight
15 rather than you have to take off work and come
16 to Columbia.

17 And again, I would -- as we adjourn the
18 Hearing, I would encourage you to take
19 advantage again of this opportunity with both
20 the Company and the South Carolina Office of
21 Regulatory Staff.

22 And with that, the Hearing is adjourned.

23 [WHEREUPON, at 7:18 p.m., the hearing in
24 the above-entitled matter was adjourned.]

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[WHEREUPON, Hearing Exhibits No. 1, 2, 3,
and 4 were marked and received in evidence.]

C E R T I F I C A T E

I, Cathy L. Young, CVR-M, Notary Public in and for the State of South Carolina, do hereby certify that the foregoing is, to the best of my skill and ability, a true and correct transcript of all the proceedings had and testimony adduced in a hearing held in the above-captioned matter before the PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA;

That the witnesses appearing during said hearing were sworn or affirmed to state the truth, the whole truth, and nothing but the truth;

IN WITNESS WHEREOF, I have hereunto set my hand and seal, on this the 17th day of May, 2018.

Cathy L. Young

Cathy L. Young, CVR-M

Court Reporter and Notary

Public in and for South Carolina

My Commission expires: 2-19-19